

Willard Office Manager Job Description

Reports to: Executive Director

Objective: The Willard Office Manager is responsible for the day-to-day operation of the Willard Center. This includes general office duties, volunteer coordination, client assistance, and community relations. This position requires excellent organizational skills, as well as a high level of dedication, honesty and integrity.

Responsibilities include, but are not limited to:

Office Management

- Review and maintain a clear and complete understanding of the Policies and Procedures Manual
- Follow established opening and closing procedures
- Maintain building key list
- Be on the security call list
- Answer the phone and logs in all calls
- Greet clients in a friendly, professional manner
- Ensure someone is available at the reception desk at all times to greet clients and answer phones
- Schedule client appointments
- Help maintain control of visitors and their children
- Ensure office is kept clean, organized and free of clutter
- Maintain an organized, current file system for all records, reports, and client files
- Ensure client files are promptly and accurately entered in Ekyros
- Follow established procedure for documenting and receipting all donors
- Ensure mail and donations are delivered to the main office in a timely manner
- Maintain a thorough and accurate desk procedures manual
- Maintain excellent communication between clients, staff, donors and the main office
- Create purchase orders and order supplies
- Prepare reports for board and staff meetings

Community Relations

- Write a monthly article to be published in the newsletter
- Write notes of thanks and encouragement to donors and volunteers
- Assist with the planning of all Willard center events and activities
- Assist with annual Walk for Life, Banquet, and other fundraisers, as needed and/or requested by the Executive Director
- Give informative tours and presentations that adhere to the policies and procedures of the center, while maintaining a professional Christian appearance
- Keep staff and Executive Director informed of feedback from presentations

Volunteer Management

- Seek volunteers to assist with center needs
- Ensure volunteers have adequate training
- Maintain a fair workload for to avoid burnout situations
- Provide encouragement, thanks and/or correction, as needed

Training

- Periodically attend required CareNet training and in-service trainings
- Attend job related internal and external meetings

Client Services

- Maintain boutique and center organization
- Maintain material donation process and process material donations, as needed

Cleaning

- Maintains their own office
- Ensures the center is kept clean and assists with cleaning as needed

Other

- Perform other duties as requested by the Executive Director

Education, Experience, and Skills required

- Proficiency in Microsoft Word, Excel, Publisher, and Outlook
- An Associate's degree or two years responsible office management experience preferred
- Ability to perform several tasks concurrently with ease and professionalism
- Ability to operate computer, multi-line phone, fax, and copier
- Ability to communicate clearly and concisely (verbally and in writing) in English. Ability to communicate conversationally in Spanish preferred
- Must keep client, ministry, and donor matters strictly confidential, according to policy
- Ability to work independently with a minimum of supervision
- Must have excellent interpersonal skills
- Ability to manage others with clarity and kindness
- Must consistently follow established policies, procedures and guidelines

This job description lists many of the tasks essential to the position; however responsibilities may be added, subtracted and/or changed by the Executive Director at his/her discretion.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

For office use only:

☐ Copy given to employee on _____

☐ Original placed in employee file

Date of Hire: _____ Starting Wage: _____ Ending Wage: _____ Date of Termination: _____

Notes: _____

12/12 AJA